

REMARKS

Initially, Applicants wish to thank the Examiner for the detailed Office Action and for indicating consideration of each of the documents listed the Form PTO-1449 with the Information Disclosure Statement submitted on September 9, 2008.

In the outstanding Office Action, claims 1-3, 5-12 and 14-20 were rejected under 35 U.S.C. 102(e) as being anticipated by PARKER (U.S. Patent Pub. No. 2005/0131748). Claims 4 and 13 were objected to as being dependent upon a rejected base claim, but were indicated to be allowable if rewritten in independent form.

Upon entry of the present amendment, claims 2, 4, 5, 6, 7, 11, 13-16 and 20 will have been amended to address noted informalities. The amendments to 2, 4, 5, 6, 7, 11, 13-16 and 20 should not be considered an indication of Applicant's acquiescence as to any outstanding objection or rejection. Rather, Applicant has amended claims 2, 4, 5, 6, 7, 11, 13-16 and 20 to advance prosecution and to obtain early allowance of the present application.

Applicant traverses the rejection of claims 1-3, 5-12 and 14-20 under 35 U.S.C. §102(e) over PARKER. Claim 1 recites, *inter alia*, at least one softswitch that transmits information to and receives information from at least one force management system. In this regard, the Office Action cites paragraphs [0002] and [0022] of PARKER as teaching that call center statistics are transmitted by a communications switch to a workforce management computer system. The Office Action also cites paragraph [0057] of PARKER as teaching communication between call centers and a computing element of a workforce management system take place through a switch. However, in the previous Office Action dated June 2, 2008, the Examiner relies upon the combination of PARKER, MARSH (U.S. Patent Pub. No. 2002/0159439) and LILJESTRAND (U.S.

Patent Pub. No. 2001/0038689) in rejecting claim 1. In particular, the Office Action dated June 2, 2008 acknowledged that PARKER does not disclose that a softswitch will receive configuration changes (*see* page 3 of Office Action dated June 2, 2008).

The asserted portion of PARKER in paragraph [0002] merely indicates that a computer system is communicatively coupled to a communication switch that provides telecommunication services to one or more call centers and that telephone call statistics are transmitted by the communication switch to the workforce management system. The asserted portion of PARKER in paragraph [0022] discloses a softswitch/gateway and paragraph [0057] discloses that communication between a computer element 205 and call centers takes place through a communication switch 110, or through alternative links that do not involve communication switch 110.

PARKER is directed to vacation request processing. In particular, PARKER teaches processing a vacation request of an employee based on a workload estimate, which includes a work statistic that is used to operate a call center. Insofar as PARKER is directed to scheduling for vacations, which do not occur at the time of request, but rather are future events that are days or weeks in the future. PARKER simply does not disclose transmitting information from a force management system to a softswitch and receiving information from at least one force management system at the softswitch, as specified in claim 1. Indeed, in PARKER it is unnecessary to update a switch in real time. At most, PARKER may be considered to teach that a computer system, termed a workforce management system, is coupled to a communication switch. However, PARKER does not teach or suggest at least one softswitch that transmits information to and receives information from at least one force management system, as recited in claim

1. Accordingly, independent claim 1 is allowable over PARKER for at least the reasons set forth above.

In addition, independent claim 10 is allowable for reasons similar to those noted with respect to independent claim 1 in addition to reasons related to its own recitations. For example, PARKER does not teach or suggest a receiving information at the at least one softswitch from the at least one force management system, as recited in claim 10.

Moreover, independent claim 19 is allowable for reasons similar to those noted with respect to independent claim 1 in addition to reasons related to its own recitations. For example, PARKER does not teach or suggest transmitting information from the at least one force management system to the at least one softswitch, as recited in claim 19.

Each of dependent claims 1-9, 11-18 and 20 are allowable at least because they depend, directly or indirectly, from independent claims 1, 10 and 19, respectively, which have been shown to be allowable. Each of dependent claims 1-9, 11-18 and 20 are also believed to recite further patentable subject matter. Further, the outstanding Office Action does not cite particular portions of PARKER as teaching the claimed combination of features recited in each of claims 2, 3, 5, 6, 9-12 and 14-20. As such, allowance of the dependent claims is deemed proper for at least the same reasons noted for the independent claims upon which they depend, in addition to reasons related to their own recitations.

Accordingly, reconsideration and withdrawal of the rejection of claims 1-3, 5-12 and 14-20 under 35 U.S.C. §102(e) over PARKER and the objection to claim 4 and 13 is requested.

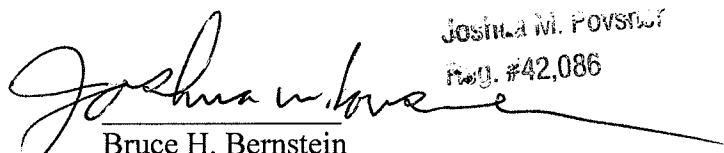
At least in view of the herein contained amendments and remarks, Applicant respectfully requests reconsideration and withdrawal of each of the outstanding

rejections, together with an indication of the allowability of all pending claims, in due course. Such action is respectfully requested and is believed to be appropriate and proper.

Should an extension of time be necessary to maintain the pendency of this application, including any extensions of time required to place the application in condition for allowance by an Examiner's Amendment, the Commissioner is hereby authorized to charge any additional fee to Deposit Account No. 19-0089.

Should the Examiner have any questions concerning this Response or the present application, the Examiner is respectfully requested to contact the undersigned at the telephone number listed below.

Respectfully Submitted,
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